

## Discrimination Complaints Process

Southampton Fire Company (SFC) will accept and respond to discrimination complaints in the provision of its services from members of the public in the manner outlined in its Policy and Notice of Nondiscrimination. The President will pass complaints received to the Corresponding Secretary who will coordinate the actions outlined herein. SFC will provide written acknowledgement of the complaint to the complainant within fourteen (14) days of receipt. Any communication needed with the complainant thereafter throughout the investigation will be via email or text. An internal investigation will be conducted, and efforts will be made to complete the investigation within six (6) months of receipt. Should additional time be needed, SFC will notify the complainant of said need by email or text. A number will be assigned to the complaint, and the complaint will be tracked with the assistance of a spreadsheet. Persons with disabilities and persons with Limited English Proficiency (LEP) will be notified of the complaint process via SFC's Policy and Notice of Nondiscrimination, which will be posted at SFC's designated website. SFC will also check with U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) for any dual filings.